

ABSTRACT

A system and method for providing easy access to messaging services in a telecommunications network having office switches that are used by different providers of telephone and messaging services. The system uses a supplementary services database to maintain customer records including whether the customer uses messaging services and whether the customer subscribes to a short dialing sequence service for access to the messaging services. The customer is connected to the central office switch, which analyzes the dialing sequences generated by the customer. When the customer attempts access to the messaging services, the customer dials a short dialing or message sequence, such as *XX. The central office switch triggers a query to the supplementary services database for a call forwarding number to the messaging service used by the customer when the selected short dialing sequence is recognized by the switch. When the central office switch receives the call forwarding number, the number is used to route the customer to the messaging service.